

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Yes, hi. Um, I got a text message saying to call to enroll. What staffing company do you work for? Uh, Partners Personnel. Okay. So you're wanting to get enrolled into the health insurance? Yes, and the dental. Um, so I think I already enrolled during the application process. What's, what's the last four of your Social? 9681. First name? Terrence. Last name? Coleman. And for security purposes, can you verify your address and date of birth for me? 10/18/84. And the address is 3649 East Bay Street, Duluth, Georgia. Okay. So is that your phone number, 470-303-8715? Yes. And the email is T3005625@gmail.com? Yes. Thank you. All right. So it doesn't look like you got enrolled in any coverage. Huh? It is not showing that you got enrolled in any coverage. Okay. Um, so I signed up at the temp agency while doing the application, so should I call them or what, or? How recently was that? That was, like, three weeks ago. Yeah. Well, it should have been in our system by then if it was that long ago. I can get you enrolled over the phone. Uh, is there a, like, website that I can do it on or...? Partners doesn't offer one, unfortunately. No, sir. Okay. Um, so I'll call up to the temp agency and see what's going on, and, and I'll, like, try to call you back. Okay? All right. Well, is there anything else I can help you with today, Mr. Coleman? Um, no, that's it. All right. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. All right. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_1: Yes, hi. Um, I got a text message saying to call to enroll.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, Partners Personnel.

Speaker speaker_0: Okay. So you're wanting to get enrolled into the health insurance?

Speaker speaker_1: Yes, and the dental. Um, so I think I already enrolled during the application process.

Speaker speaker_0: What's, what's the last four of your Social?

Speaker speaker_1: 9681.

Speaker speaker_0: First name?

Speaker speaker_1: Terrence.

Speaker speaker_0: Last name?

Speaker speaker_1: Coleman.

Speaker speaker_0: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 10/18/84. And the address is 3649 East Bay Street, Duluth, Georgia.

Speaker speaker_0: Okay. So is that your phone number, 470-303-8715?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email is T3005625@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. All right. So it doesn't look like you got enrolled in any coverage.

Speaker speaker_1: Huh?

Speaker speaker_0: It is not showing that you got enrolled in any coverage.

Speaker speaker_1: Okay. Um, so I signed up at the temp agency while doing the application, so should I call them or what, or?

Speaker speaker_0: How recently was that?

Speaker speaker_1: That was, like, three weeks ago.

Speaker speaker_0: Yeah. Well, it should have been in our system by then if it was that long ago. I can get you enrolled over the phone.

Speaker speaker_1: Uh, is there a, like, website that I can do it on or...?

Speaker speaker_0: Partners doesn't offer one, unfortunately. No, sir.

Speaker speaker_1: Okay. Um, so I'll call up to the temp agency and see what's going on, and, and I'll, like, try to call you back. Okay?

Speaker speaker_0: All right. Well, is there anything else I can help you with today, Mr. Coleman?

Speaker speaker_1: Um, no, that's it.

Speaker speaker_0: All right. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_1: All right. Thank you.